

Enterprise Incident Report January 2013

As of 2/1/2013

Public Service Commission

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution	
			Low	FCR Total
Public Service Commission	Metro A Desktop Support	Nancy Hachmeister	1 0	1 0
		Rodney Austin	2 0	2 0
		Assigned to Individual Total	3 0	3 0
	Metro A Help Desk	Ed Conrad	1 1	1 1
		Liz Evans	1 1	1 1
		Assigned to Individual Total	2 2	2 2
	Metro B Help Desk	Gary Graham	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Voice Operations	Romanza Hamblin Sorensen	1 1	1 1
		Assigned to Individual Total	1 1	1 1
	Assigned Group Total		7 3	7 3

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	Low	FCR Total
Customer Company Total	7 3	7 3

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response	
			Low	MIR Total
Public Service Commission	Metro A Desktop Support	Nancy Hachmeister	1 0	1 0
		Rodney Austin	2 0	2 0
		Assigned to Individual Total	3 0	3 0
	Metro A Help Desk	Ed Conrad	1 0	1 0
		Liz Evans	1 0	1 0
		Assigned to Individual Total	2 0	2 0
	Metro B Help Desk	Gary Graham	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Voice Operations	Romanza Hamblin Sorensen	1 0	1 0
		Assigned to Individual Total	1 0	1 0
Assigned Group Total			7 0	7 0

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	Low	MIR Total
Customer Company Total	70	70

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours	
			Low	ATTIR Total
Public Service Commission	Metro A Desktop Support	Nancy Hachmeister	1 0.13	1 0.13
		Rodney Austin	2 0.05	2 0.05
		Assigned to Individual Total	3 0.08	3 0.08
	Metro A Help Desk	Ed Conrad	1 0.00	1 0.00
		Liz Evans	1 0.00	1 0.00
		Assigned to Individual Total	2 0.00	2 0.00
	Metro B Help Desk	Gary Graham	1 0.59	1 0.59
		Assigned to Individual Total	1 0.59	1 0.59
	Voice Operations	Romanza Hamblin Sorensen	1 0.06	1 0.06
		Assigned to Individual Total	1 0.06	1 0.06

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		Low	ATTIR Total
Public Service Commission	Assigned Group Total	7 0.13	7 0.13
Customer Company Total		7 0.13	7 0.13

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards.

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution	
			Low	MR Total
Public Service Commission	Metro A Desktop Support	Nancy Hachmeister	1 0	1 0
		Rodney Austin	2 0	2 0
		Assigned to Individual Total	3 0	3 0
	Metro A Help Desk	Ed Conrad	1 0	1 0
		Liz Evans	1 0	1 0
		Assigned to Individual Total	2 0	2 0
	Metro B Help Desk	Gary Graham	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Voice Operations	Romanza Hamblin Sorensen	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Assigned Group Total		7 0	7 0

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	Low	MR Total
Customer Company Total	70	70

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours	
			Low	ATTR Total
Public Service Commission	Metro A Desktop Support	Nancy Hachmeister	1 0.15	1 0.15
		Rodney Austin	2 0.11	2 0.11
		Assigned to Individual Total	3 0.12	3 0.12
	Metro A Help Desk	Ed Conrad	1 0.00	1 0.00
		Liz Evans	1 0.00	1 0.00
		Assigned to Individual Total	2 0.00	2 0.00
	Metro B Help Desk	Gary Graham	1 0.59	1 0.59
		Assigned to Individual Total	1 0.59	1 0.59
	Voice Operations	Romanza Hamblin Sorensen	1 1.13	1 1.13
		Assigned to Individual Total	1 1.13	1 1.13

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		Low	ATTR Total
Public Service Commission	Assigned Group Total	7 0.30	7 0.30
Customer Company Total		7 0.30	7 0.30

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Detail

INC000000631247	Sheri Bintz	None	None	None		TIR Missed: No	0.10
	Metro A Desktop Support	Rodney Austin	Public Service Commission	Low	Closed	TTR Missed: No	0.10
INC000000631670	Sheri Bintz	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Public Service Commission	Low	Closed	TTR Missed: No	0.00
INC000000636223	Sheri Bintz	None	None	None		TIR Missed: No	0.13
	Metro A Desktop Support	Nancy Hachmeister	Public Service Commission	Low	Closed	TTR Missed: No	0.15
INC000000640436	Sheri Bintz	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Public Service Commission	Low	Resolved	TTR Missed: No	0.12
INC000000640636	Sheri Bintz	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Public Service Commission	Low	Resolved	TTR Missed: No	0.00
INC000000644767	Lorri Dean	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.59
	Metro B Help Desk	Gary Graham	Public Service Commission	Low	Resolved	TTR Missed: No	0.59
INC000000644769	Lorri Dean	Telecom	None	None		TIR Missed: No	0.06
	Voice Operations	Romanza Hamblin Sorensen	Public Service Commission	Low	Resolved	TTR Missed: No	1.13